

TREASURY DOCUMENTATION**Subject**

Employee Grievances, Process

For

EMPLOYEE HANDBOOK

Also SeeET-03138; Civil Service
Rules; and Form CS-100**Identification**PT-03057
Procedure**Effective**

11-1-2003

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Replaces

PT-03057 (11-1-1998)

WHO	WHEN	ACTION
Human Resources (HR) Administrator or Labor Relations Officer		<p>Notes: Refers to Policy ET-03138 in this Handbook for explanation of Department Steps 1 and 2 of the grievance procedure, time frames and definitions of grievance terms used.</p> <p>Time is counted in terms of calendar days, excluding State employment holidays.</p> <p>Filing dates are defined as the date that grievance forms are: (1) received by the Step 1 Official, or (2) received and date-stamped by Human Resources (HR) Division, or (3) postmarked if sent by mail.</p>
	As Needed	1. Advises employee and/or supervisor(s), if consulted, through Department Steps 1 and 2 of the grievance procedure, as outlined in Civil Service regulations 8-1 and 8-2.
Employee	Within 14 Calendar Days of Cause of Complaint	2. Completes form CS-100 GRIEVANCE FORM explaining details of grievance and submits to Step 1 Official or HR for processing of Step 1.
Step One Official	Within 14 Calendar Days of Receipt of Written Grievance	3. Determines appropriate resolution, if any, and consults HR Administrator or Labor Relations Officer as needed. 4. Holds oral grievance conference and issues written Step 1 answer. 5. If employee satisfied with Step 1 answer, ends this Procedure.
Employee	Within 14 Calendar Days of Receipt of Step 1 Answer	6. If not satisfied with Step 1 answer, appeals to Step 2 on CS-100 and files with HR Division.

WHO	WHEN	ACTION
HR Staff		7. Receives employee's CS-100 appealing Step 1 answer. 8. Date-stamps, logs, photocopies and distributes CS-100 and appeal document(s) as follows: A. One photocopy each - to HR Administrator and Labor Relations Officer. B. Original - to grievance file.
Labor Relations Officer	Within 28 Calendar Days of Appeal to Step 2	9. Holds any necessary oral conference with employee and representative. 10. Issues decision in writing on CS-100. 11. Distributes copies of CS-100 (Step 2 Answer) to employee, representative and Step 1 Official.
Employee	Within 28 Calendar Days of Receipt of Step 2 Answer	12. If not satisfied with Step 2 Answer, appeals to Civil Service Step 3, using CS-100.
Civil Service Hearing Division	Within 45 Calendar Days of Receipt of Appeal to Step 3	13. Determines if grievance meets requirements for appeal to Civil Service Step 3 hearing. A. If requirements met, schedules grievance hearing. B. If requirements not met, dismisses grievance or requests additional information from employee or Department.

End